

Treasury Documentation

Subject: Reasonable Accommodation, Auxiliary Aids
and Services for Individuals With Disabilities

For: EMPLOYEE HANDBOOK

Also See: ET-03120, 121;
PT-03140

Identification BT-03042

Bulletin

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Auxiliary aids and services will be provided to qualified individuals with disabilities upon request when reasonable needs exist to ensure effective communication within the Department. Refer to Americans with Disabilities Act (ADA) Policy ET-03121 in the Employee Handbook.

Examples of auxiliary aids and services include the following:

- **For hearing-impaired individuals:** qualified interpreters, note takers, readers, computer-aided transcription services, written materials, telephone handset amplifiers, assertive listening devices (ALDs), telephones compatible with hearing aids, closed caption decoders, open and closed captioning, text telephones (TTYs), videotext displays, and exchange of written notes.
- **For visually-impaired individuals:** qualified readers, taped texts, audio recording, enhanced computer monitors, brailled materials, large-print materials, and assistance in locating items.
- **For speech-impaired individuals:** TTYs, qualified interpreters, computer terminals, speech synthesizers, and communication boards.

Primary consideration will be given to the choice expressed by the individual or their physician, however, alternatives may be chosen based on cost, effectiveness and compatibility with current technology.

The Department cannot place special charges on individuals with disabilities to cover the costs of providing auxiliary aids and services, or modifying equipment, policies and practices. Auxiliary aids must be maintained in good working condition by the Department with as little interruption in services as possible. Auxiliary aids remain the property of the Department and will only be used by the individual for work-related activities.

A certified interpreter is available from the Division on Deafness, Family Independence Agency, and from private vendors. Human Resources (HR) Division staff will provide the names of interpreters; however, it is the responsibility of the employee's division to schedule interpreter services and advise the interpreter to submit original invoice for payment.

The office/division must provide the following information to HR:

- Interpreter's name
- Service date
- Event
- Duration
- Employee's name
- Supervisor's name
- Index code.

Arrangements for an interpreter should be made in advance to ensure availability. **All interpreters must be given a 24-hour advance notice of cancellations or the interpreter will bill the office/division for services.**

Refer **all requests involving expenses** and requests for other auxiliary aids and services to the ADA Coordinator, Human Resources Division, (517) 373-3172.

End